

# **MARICOPA ASSOCIATION OF GOVERNMENTS**

## **INFORMATION SUMMARY... for your review**

**DATE:**

September 21, 2011

**SUBJECT:**

Purpose of the 3-1-1 Business Plan Committee

**SUMMARY:**

Several metropolitan regions have deployed a 3-1-1 system to handle calls for non-emergency services. Recently, some cities along with Maricopa County, have discussed deploying a 3-1-1 system for this region. The purpose of the 3-1-1 number is to handle non-emergency services and to streamline citizen interactions while lowering costs. The preliminary discussions have envisioned a system with a simple Interactive Voice Recognition service that will allow callers to be redirected to the appropriate agency. Each agency would have the option of directing calls to their own 3-1-1 call center, switchboard, or recorded message directing callers to a website. This would be a carrier provided service and would not rely on 9-1-1 infrastructure or operational activities. To explore initiating a 3-1-1 system on a regionwide basis, additional planning on the proposed business model and the technology that would be used is required.

On July 13, 2011, the Management Committee voted to form a 3-1-1 Business Plan Committee. To examine the technical issues, it was recommended that the existing MAG Technology Advisory Group (MAGTAG) report to the 3-1-1 Business Plan Committee. To ensure coordination with the MAG 9-1-1 committees, it was recommended that a representative from the MAG 9-1-1 Oversight Team serve on the 3-1-1 Business Plan Committee and a representative from the MAG 9-1-1 Public Safety Answering Point Managers Group serve on the MAGTAG. The committee will discuss how to move forward in providing recommendations on 3-1-1 Implementation to the Management Committee in early 2012.

**PUBLIC INPUT:**

None.

**PROS & CONS:**

PROS: If the implementation moves forward, citizens will have streamlined access to municipal services through an easy to remember number and could potentially save agencies money through efficient call handling.

CONS: Dependent on solution chosen.

**TECHNICAL & POLICY IMPLICATIONS:**

TECHNICAL: None at this time.

POLICY: None at this time.

**ACTION NEEDED:**

Information and discussion.

## **PRIOR COMMITTEE ACTIONS:**

On July 13, 2011, the Management Committee voted to form a 3-1-1 Business Plan Committee. To examine the technical issues, it was recommended that the existing MAG Technology Advisory Group (MAGTAG) report to the 3-1-1 Business Plan Committee. To ensure coordination with the MAG 9-1-1 committees, it was recommended that a representative from the MAG 9-1-1 Oversight Team serve on the 3-1-1 Business Plan Committee and a representative from the MAG 9-1-1 Public Safety Answering Point Managers Group serve on the MAGTAG.

## **MEMBERS ATTENDING**

Charlie Meyer, Tempe, Chair  
Karen Peters for David Cavazos, Phoenix  
# Matt Busby for George Hoffman,  
Apache Junction  
Charlie McClendon, Avondale  
Stephen Cleveland, Buckeye  
\* Gary Neiss, Carefree  
Wayne Anderson for Usama Abujbarah,  
Cave Creek  
Patrice Kraus for Rich Dlugas, Chandler  
Leah Hubbard for Spencer Isom, El Mirage  
\* Phil Dorchester, Fort McDowell Yavapai  
Nation  
\* Rick Davis, Fountain Hills  
Rick Buss, Gila Bend  
\* David White, Gila River Indian Community  
\* Collin DeWitt, Gilbert  
Ed Beasley, Glendale

John Fischbach, Goodyear  
Bill Hernandez, Guadalupe  
Darryl Crossman, Litchfield Park  
Miranda Culver for Christopher Brady, Mesa  
David Andrews for Jim Bacon,  
Paradise Valley  
Carl Swenson, Peoria  
# Patrick Flynn for John Kross, Queen Creek  
\* Bryan Meyers, Salt River Pima-Maricopa  
Indian Community  
Brad Lundahl for David Richert, Scottsdale  
# Chris Hillman, Surprise  
Reyes Medrano, Tolleson  
\* Gary Edwards, Wickenburg  
# Lloyce Robinson, Youngtown  
Kwi Sung Kang for John Halikowski, ADOT  
Kenny Harris for David Smith, Maricopa Co.  
David Boggs, Valley Metro/RPTA

\* Those members neither present nor represented by proxy.

# Participated by telephone conference call.

+ Participated by videoconference call.

This topic also has been discussed by the MAG Regional Council, MAG 9-1-1 Oversight Team and the MAG Technology Advisory Group.

## **CONTACT PERSON:**

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